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Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: **MINI-BUS DISPATCHER**

DEFINITION

Under general supervision, to transmit information and dispatch requests for service to mini-bus drivers in the field; to perform related office tasks including answering phones; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Mini-bus Driver/Scheduler classification in that incumbents in this class do not perform any driving related duties.

REPORTS TO: Special Transportation Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Special Transportation Supervisor.

EXAMPLES OF DUTIES

Typical duties may include, but are not necessarily limited to, the following:

- Answer special transportation phone, accepting requests for mini-bus service and service complaints, changing and canceling reservations, and providing information as required.
- Relay current information on area and street conditions to drivers and emergency information to appropriate parties.
- Transmit information on the radio to drivers in the field.
- Perform other related office activities as required.
- Operate a mobile radio and base radio station.

QUALIFICATIONS

Knowledge of:

- City areas and street system.
- Standard broadcasting procedures and rules required for operation of a communication system.

Ability to:

- Establish and maintain effective relationships with those contacted in the course of work.
- Understand and carry out oral and written directions.
- Exercise independent judgment and work with minimum supervision.

- Properly operate a two-way radio.
- Read a street map and locate street addresses.
- Work overtime as required.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade .

Experience: Six (6) months of experience in vehicle dispatching.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid Class AC@ California Motor Vehicle Operator=s License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Mini-Bus Dispatcher

TO: None